

## Fees for Water Account

**300 W. Cotton St.** | [Click here for map](#) [1]

Listed below are fees that can be incurred with your water account.

### **Activation Fee**

A \$45 nonrefundable fee is be charged for connecting to an existing water service.(If a request is made for this service after normal working hours, weekends and holidays, an additional \$15 (total \$60) charge for connecting the water will be assessed.)

### **Transfer Fee (transfer of residential account)**

A \$15 transfer fee will be charged to turn on a water meter at one location and off at another in connection with the transfer of service from one service address to another location. To be eligible for this \$15 transfer fee, you must have a current balance on your current utility account, and you must have the water meter at the new service address turned on no later than the 14th day after the water meter is turned off at the old service address. Otherwise, the new service address will be considered a new account subject to all applicable fees, including without limitation an Activation Fee.

### **Reactivation Fee**

A \$45 nonrefundable reactivation fee is be charged to any customer reconnecting to the water system after a delinquent account has been disconnected for non-payment. (If a request is made for this service after normal working hours, weekends and holidays, an additional \$15 (total \$60) charge for reconnecting the water will be assessed.

### **Courtesy Turn-on Fee**

A \$24.95 fee, plus applicable taxes, shall be charged to any customer who requests that water and garbage pickup service at a given location be temporarily activated, allowing a maximum of 14 days of water usage and garbage service. This temporary activation will entitle the customer to 2,000 gallons of water and four scheduled garbage pickups for the activation period. Should the water usage exceed the 2,000 gallon minimum amount, the charge shall be in accordance with the current schedule of rates per thousand gallons of water. The activation period of 14 days shall begin on the date specified by the customer. This fee shall be assessed at the end of the period of use not to exceed 14 days. A customer may be granted one courtesy activation request at a given location within a thirty day period. After two courtesy activation requests, the customer must open a water account at this service location.

### **Landlord Transfer Fee**

A \$15 transfer fee will be charged to turn on a water meter at one location and off at another in connection with the transfer of service from one service address to another location. To be eligible for this \$15 transfer fee, the customer must have the water meter at the new service address turned on no later than the 14th day after the water meter is turned off at the old service address. Otherwise, the new service address will be considered a new account subject to all applicable fees, including without limitation an Activation Fee.

**Temporary Water Use Fee**

A \$25 fee shall be charged in advance to any customer or person who requests that water be turned on at a service address for the purpose of conducting a plumbing inspection to transfer ownership of real estate property.

**Temporary Deactivation Service Fee**

A \$15 fee will be charged to any customer who requests that his service be temporarily disconnected from the water system for any reason. The fee shall be assessed at the time of the request.

**Emergency Cut-off Service Fee**

A \$15 fee will be charged to any customer who requests that his service be cut-off for emergency purposes.

**After Hour Service Fee**

A \$15 fee is charged to any customer who requests any water-related service after normal working hours: after 5:00 p.m., Monday through Friday, on weekends and holidays.

**Same Day Service Fee**

A \$15 fee will be charged to any customer who requests any water related service be performed on the same day.

**Meter Testing/Exchange Fee**

If the customer requests the meter be tested by the manufacturer, the meter will be removed and sent to the factory for testing. If the meter is found to be within industry tolerances (AWWA standards), the customer will be charged \$50 to cover the cost of removing, shipping and testing the old meter and replacing it with a new meter. If the meter is found to be outside the industry tolerances, there is no charge to the customer.

The fees for all testing and replacements of meter sizes above 1 inch shall be determined by Director of Public Works based on the prevailing costs for meter testing, replacement materials and labor.

**Equipment Damage Fee**

All persons violating Section 106-38 of the Longview City Code by causing damage to water service equipment shall be charged for all standard costs associated with replacing the service equipment. Said charges shall include all associated labor and material expense, based on fair market prices as determined by the Director of Public Works. In accordance with the Texas Administrative Code, an itemized bill of such charges shall be provided to the customer.

**Return Trip Service Fee**

A \$15 fee will be charged to any customer who missed a scheduled water service appointment and requests a return trip to provide the requested service.

**Meter Tampering Fee**

A meter tampering fee will be charged to any customer whose service has been tampered with in the following manner:

- meter lock broken
- curb stop damaged or broken
- dialog damaged or disconnected
- meter lock removed
- meter broken
- meter stolen
- unauthorized connection inserted
- any unauthorized water usage

\$100 for first occurrence

\$250 for second occurrence

\$500 for each occurrence after second occurrence

### **Theft of Water Services**

Theft of water services shall refer to any customer who reconnects his water service in any way after the City has disconnected the water for nonpayment of delinquent bill. In addition to the amount of the delinquent bill, the "Reconnect Fee", the "Meter Reset Fee" (if applicable) and the "Meter Tampering Fee" shall be paid before water service will be reconnected.

Nothing in the preceding shall be construed to prevent the City from pursuing civil or criminal penalties against any person or parties tampering with, damaging and/or using without authorization water service to the maximum allowed by local and or state laws.

### **Other Information**

Water Sprinkler will mean any residential or commercial water connection used for the purpose of lawn watering or landscape irrigation. All such accounts shall not be subject to the minimum monthly charge for water. These charges shall be in accordance with the schedule of rates in proportion to the amount of water used, as shown by the meter, for water usage.

Fire Detector Check will mean the approved device used to monitor water flow in a private fire protection system. This device consists of a main line check valve with a metered bypass and control valves. All such accounts will not be subject to the minimum monthly charge for water. These charges shall be in accordance with the schedule of rates in proportion to the amount of water used, as shown by the meter, for water usage.

Bulk Water Sales will mean any water sale where the purchaser receives water at a non-potable water filling station (City Service Center) and transporting such water from the facility for non-drinking purposes. It will be the responsibility of the bulk water purchaser to furnish the necessary hardware to connect to the filling station water delivering system. It will not be permissible to fill bulk water at a fire hydrant.

The charges for bulk water sale shall be:

\$20 per Bulk Water card which entitles up to 2,000 gallons of bulk water. Bulk water cards may be purchased at the Utility Services Office located at 300 W. Cotton, St.

**For more information call: 903-237-1030**

| [Contact Us](#) [2]

**Source URL:** <http://water.longviewtexas.gov/fees-for-water>

**Links:**

- [1] [http://maps.google.com/maps?f=q&source=s\\_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16](http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16)
- [2] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>